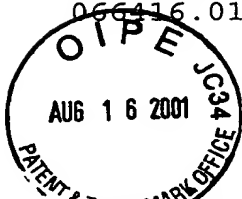


066416.0103



U.S. PATENT AND TRADEMARK OFFICE
AMENDMENT TRANSMITTAL FORM

Application of: Daniel N. Duncan, et al.
 Serial Number: 09/547,627
 Date Filed: April 12, 2000
 Group Art: 2642
 Examiner: Bui, B.
 Title: METHOD AND SYSTEM FOR SCHEDULING INBOUND INQUIRIES

THE ASSISTANT COMMISSIONER
OF PATENTS
Washington, D.C. 20231

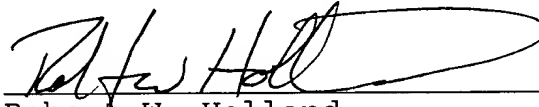
Sir:

Transmitted herewith is a Response to Office Action in the above-identified application. The fee has been calculated as shown below.

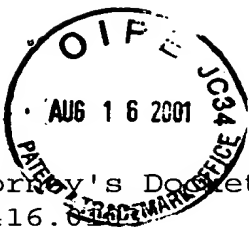
| CLAIMS AS AMENDED | | | | | | |
|--|---|---|---|-------|----------|-------------------|
| | CLAIMS REMAINING AFTER AMENDMENT | | HIGHEST NUMBER PREVIOUSLY PAID FOR | EXTRA | RATE | ADDITIONAL FEE |
| Total Claims | 50 | - | 50 | = 0 | x \$9 = | \$ 0.00 |
| Independent Claims: | 8 | - | 5 | = 3 | x \$40 = | \$120.00 |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT | | | | | | \$120.00 |

A check in the amount of \$120.00 is enclosed. The Commissioner is hereby authorized to charge any fees or credit any overpayment to the Deposit Account No. 02-0384 of BAKER BOTTS L.L.P. A duplicate copy of this sheet is enclosed.

Date: 16 August 2001


 Robert W. Holland
 Attorney for Applicant
 Reg. No. 40,020

BAKER BOTTS L.L.P.
 2001 Ross Avenue, Suite 600
 Dallas, TX 75201-2980
 512.322.2693



08-17-01

GAU 2642
#Attorney's Docket
066416.8PATENT
Serial No. 09/547,627

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#5/A

In re Application of:

Daniel N. Duncan, et al.

Serial Number:

09/547,627

Date Filed:

April 12, 2000

Group Art:

2642

Examiner:

Bui, B.

Title:

METHOD AND SYSTEM FOR SCHEDULING
INBOUND INQUIRIESRECEIVED
AUG 22 2001
Technology Center 2600TUR
8/23/01

Honorable Assistant Commissioner

of Patents

Washington, D.C. 20231

I hereby certify that this Response to Missing Parts is being deposited with the United States Postal Service as Express Mail No. EL740055094US addressed to: Assistant Commissioner of Patents, Washington, D.C. 20231, on the date shown below.

Amy Rueff

08/16/01

Date

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed May 23, 2001 (Paper No. 4), Applicants request that the Examiner reconsider the rejections of the claims in view of the following amendments and remarks:

IN THE CLAIMS:

For the convenience of the Examiner, all pending claims of the present application are shown below in clean form whether or not an amendment has been made. Please refer to the attached sheet showing a mark-up version of the amendments to the claims.

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